



INDEPENDENTLY TOGETHER

IGNITING A MOVEMENT OF INCLUSION | YOUR 2016 - 2017 IMPACT REPORT

Dear Friends,

The theme of this year's Impact Report is *Independently Together: Igniting a Movement of Inclusion*. This title aptly summarizes the successes of 2016-2017 that took place at Lighthouse and within Central Florida's community of blind and visually impaired. These stories also highlight the key collaborative initiatives that were set in motion in support of this community.

None of these successes could have been possible without the strong support we received from YOU, our network of committed donors –both large and small, as well as corporate and community partners who have aligned themselves with our mission and have pledged to support our growth within the Central Florida community.*

Ours is a distinct mission. It is a mission in service to a population that frankly, makes many in the sighted community uncomfortable—for whatever reason.

Lighthouse Central Florida is the exclusive provider of services that empower children and adults with vision loss to overcome barriers and live, learn and earn with vision loss. Learning how to safely and confidently travel and interact with friends and colleagues, training with access technology and adaptive aids, remaining independent in their own homes (cooking, cleaning, taking medications), as well as understanding that self-advocacy will enable full participation in their community.

Making the decision to change the format of our Impact Report this year was driven largely by best practices trends within the nonprofit sector that eschew the production of costly, multipage booklets in favor of shorter, more condensed reports which focus on the most meaningful results that were achieved during a program year.

Please enjoy this year's Impact Report. It honors your commitment to making our community a great place to live, work and play for Central Floridians who are blind and visually impaired. You make this work possible. While we are proud of our accomplishments to date, there is a great deal more work to be done. Together, we can do so much! Thank you for your ongoing support!

*To view a full list of our valued partners, sponsors and major donors please visit:
www.LighthouseCFL.org/2016-17supporters

A YEAR OF IMPORTANT ADVOCACY FOR TRANSPORTATION DISADVANTAGED

by: Judy Mathews | Adult Services Supervisor | Lighthouse Central Florida

“Having access to many different transportation options is empowering people through mobility.”

In addition to providing vision-specific rehabilitation services, Lighthouse also plays a critical role in advocating on public policy matters that impact our communities of blind and visually impaired.

The issue of transportation options for this population is of significant importance because it involves navigating our communities safely, conveniently and with dignity. Individuals who live with blindness and vision loss are ‘transportation disadvantaged’.

For individuals like me, who are completely blind and use a guide dog, transportation options are vitally important.

One afternoon last fall I was leaving a Starbucks in College Park with my husband and a friend—both of whom are visually impaired. We had just ordered an Uber and were waiting for their driver to arrive.

I travel with a guide dog, named Keats. The driver finally arrived and what happened next was an ugly, blatant display of discrimination against us—who were simply trying to get home.

The driver unlawfully refused to take us because she did not want to transport a dog in her vehicle. The driver used insulting and disparaging language in response to our insistence that she was violating state and federal laws mandating that she accommodate my guide dog.

Both at home and nationally, 2017 proved to be a watershed year for advocacy around transportation options for the transportation disadvantaged—especially those who travel with a service animal and use ride-sharing services like Uber and Lyft.

Led by Lighthouse Central Florida and the statewide association, Florida Agencies Serving the Blind, a strategic plan was created and implemented to support proposed legislation that would establish a comprehensive, regulatory framework for ride share companies –also known as transportation network companies (TNCs)—operating in all 67 Florida counties.

The legislation (HB 221 and SB 340) focused on three main components: riders’ safety, minimum insurance standards and consumer protections.

The measures most relevant to the community of blind and visually impaired codified rules requiring TNCs to adopt nondiscrimination policies.

I penned a number of opinion pieces supporting the legislation that ran in the Orlando Sentinel, while my story and advocacy efforts received extensive media coverage on the local National Public Radio (NPR) affiliate, WMFE 90.7 FM. On May 9, 2017, Governor Rick Scott signed the legislation into law.

A fully regulated TNC industry in the state helps make our regional paratransit options more convenient and flexible with their on-demand capacity. TNCs collaborating with our local paratransit authority, Access Lynx, to increase mobility options would be a win-win for everyone. This new law opens up the door for such a partnership.

With the passage of this law our work doesn’t end. We will continue to educate lawmakers, businesses and organizations about the needs of the transportation disadvantaged community, while also empowering Central Floridians to live beyond the restrictions of vision loss.



LYNX CHIEF EXECUTIVE OFFICER APPOINTED TO LIGHTHOUSE CENTRAL FLORIDA BOARD OF DIRECTORS

In February 2017, Edward L. Johnson, chief executive officer (CEO), of the Central Florida Regional Transportation Authority (LYNX) was named to the board of directors for Lighthouse Central Florida.

“Edward’s commitment to improving transit regionally as head of LYNX has been clear from day one. His commitment to thinking outside the box and exploring creative solutions to persistent problems makes him a fantastic fit for our board of directors,” said Lee Nasehi, president and CEO, Lighthouse Central Florida /Lighthouse Works—at the time of Johnson’s appointment.

A major milestone impacting the state’s transportation disadvantaged community was reached in May 2017 when Florida Governor Rick Scott signed legislation into law that regulates the ride-share industry in all 67 Florida counties. While the law largely addresses background screenings and insurance requirements for drivers, it also includes a requirement that ride-share companies, like Uber and Lyft, adopt a policy of nondiscrimination toward passengers with disabilities and those traveling with service animals.

Lighthouse and other advocates were also heartened by the law’s passage because with these safeguards in place it clears the way for exploring innovative public/private partnerships that address persistent issues related to regional paratransit—also known as Access Lynx.

In November, Johnson announced that LYNX would be adopting a new mobility management service model for Access Lynx program improvements. According to a press release, for customers who can utilize non-Access Lynx vehicles their trips may be provided by bus, taxi or transportation network companies—also known as TNCs or ride-shares. Customers will be offered free travel training to learn how to use the program’s new modes of transportation and Lighthouse and Lighthouse Works staff who utilize the Access Lynx service have offered to provide feedback during the program’s pilot phase.

Johnson returned to lead LYNX in May 2016. He previously served on various local boards including the American Red Cross, Metropolitan Orlando Economic Development Commission—Investor Relations Committee, Central Florida Urban League and the Hankins-Johnson Education Foundation.



EMPOWERMENT THROUGH EMPLOYMENT: A LIGHTHOUSE WORKS UPDATE

Now in its sixth year of full operation, Lighthouse Works is growing and beginning to establish itself as a competitive player in Central Florida's business sector.

With the mission of, Empowerment through Employment!—Lighthouse Works began as a vision to establish a company with a powerful double bottom line: 1) create competitive employment opportunities for the many working age blind and visually impaired adults throughout Central Florida; and 2) drive real business, for real customers and generate re-deployable net revenue.

According to Prevent Blindness America, the number of Florida residents with impaired vision, including blindness, could more than double over the next three decades.

The U.S. Bureau of Labor Statistics estimates that in November 2015, 70 percent of the 2.2 million working-age adults in the U.S. who are completely blind or partially sighted were unemployed or not in the labor force.

Lighthouse Works provides job training, employment and career opportunities to help advance people who are visually impaired.

Lighthouse Works' business lines include a full service customer contact center (4Sight 360), a supply chain division (sourcing & fulfillment, distribution, assembly and delivery), and a Tech Services division offering innovative accessible technology and custom software application solutions to companies of all sizes.

At the end of its fifth full year of business, Lighthouse Works' Board of Directors was able to pledge its first \$200,000 contribution to parent nonprofit company, Lighthouse Central Florida.

Other recent highlights include:

- Lighthouse Works' supply chain division recently won a contract with Walt Disney World to build their well-known "Magic Band" boxes. The supply chain crew's blind and visually impaired workforce builds between 100,000 and 160,000 boxes every month for the theme park giant!
- Lighthouse Works' customer contact center, 4Sight 360, recently won its most significant state agency contract to-date, performing call center/customer service work for the Florida Department of Economic Opportunity. This initial 10-seat pilot has the opportunity to scale up and positions the contact center to explore more contracts with other state agencies.

- Lighthouse Works' Tech Services team innovatively adapted a third party ticketing platform into a physician referral app that allows eye doctors to quickly refer eligible patients to the appropriate vision rehabilitation agency serving that patient's geographic area. This much needed application was created in collaboration with the Florida Society of Ophthalmology and the Florida Agencies Serving the Blind. A more robust, custom web-based app is currently being developed by Lighthouse Works and will be utilized nationally to facilitate the secure exchange of patient information between physicians and vision rehab agencies.

- In partnership with a local digital marketing firm, ROAR! Internet Marketing, Lighthouse Works launched a new website "wcagcompliancecheck.com" offering website accessibility testing and other services designed to bring companies into compliance with government and industry accessibility standards. Lighthouse Works licenses a Site Seal to companies who pass their compliance evaluation. If a company needs assistance with becoming compliant, ROAR!, based in Altamonte Springs, serves as the accessibility remediation vendor in this venture and helps market the initiative to companies as a sound investment that will ultimately increase market share and yield positive returns.



ETHAN'S STORY | A MOTHER'S PERSPECTIVE

by: Michelle Gomez | Lighthouse Parent

My name is Michelle. I want to take a moment to briefly tell you about my family's journey with Lighthouse Central Florida which began in 2016. It's a journey for which I am especially grateful. That gratitude has a lot to do with your continued support of this critical community resource!

My five-year old son Ethan, was born with a complex genetic disorder known as CHARGE syndrome –it's one of the leading causes of deaf blindness. In Ethan, the disorder manifests as an ailment called Coloboma, which has prevented both of his optic nerves from fully forming.

Ethan's Coloboma is quite extensive. It has affected his peripherals, his upper quadrant of vision and the vision on his left side severely. He has issues with depth perception, seeing curbs, small objects and running into walls—primarily on his left side.

Lighthouse has been an amazing resource for Ethan and our entire family. Ethan has been a part of Lighthouse's Early Intervention (EI) Program since he was six months old.

Through Lighthouse's EI services, Ethan has had weekly/biweekly visits with trained, professional mentors who help him utilize the residual vision he still has and teach him to navigate the world through play in a safe and productive manner.

Lighthouse is the only source of vision services that Ethan receives. Ethan's Lighthouse team has made it a point to get to know him. This is so important. The EI mentors are aware of his cues, his likes, his dislikes and what motivates him most to work, and since Ethan is non-verbal—so this is no easy task.

Lighthouse takes the time to see past Ethan's disorder and treat him as an individual first.

With Lighthouse's guidance, patience, and dedication, I know Ethan will grow to reach great milestones, both visually and personally. It has been a joy to welcome Lighthouse Central Florida into our home and allow them to become a part of our family.



DR. LUCILLE O'NEAL NAMED TO AMBASSADORS COUNCIL

In an effort to create awareness and opportunities to address the growing needs of Central Florida's community of blind and visually impaired, Lighthouse Central Florida in February 2017 named author and motivator, Dr. Lucille O'Neal, as the first member of its new Ambassadors Council.

Best known as "Shaquille O'Neal's mom", Dr. O'Neal is also a committed humanitarian and community activist who has dedicated herself to supporting various causes related to education and health care.

The mission of the Ambassadors Council is to create awareness and opportunities to address the growing need for services for those seeking life beyond the restrictions of vision impairment and blindness in Central Florida.

In keeping with her role as Ambassador,

Dr. O'Neal took to the airwaves of Central Florida in July with a new radio segment titled Motivational Moments with Dr. O'Neal, which airs monthly on WOKB 1680 AM during the Blind & Beyond Radio Show.

During the show Dr. O'Neal interviews Lighthouse clients, family members and staff about their journey with blindness and vision loss and offers a compelling view into the challenges and adjustments they've had to make to live beyond the perceived restrictions of vision loss.

Dr. O'Neal's first guest was Roderick Thomas, a Lighthouse client who is currently a law student at the Florida Agricultural and Mechanical University's School of Law. Stream the show live at wokbradio.com, Tune-in Radio or just click on Listen Live on our home page at www.blindandbeyondradioshow.org.



IN MEMORIAM

In 2017, Central Florida's community of blind and visually impaired lost three stalwarts. Dr. Preston Richmond, Jeannie Amendola, and Joan Singley all devoted themselves to supporting the work of Lighthouse Central Florida in different ways.

Dr. Preston Richmond was a highly respected ophthalmologist in Central Florida who, for almost 30 years, worked as a physician partner at Central Florida Retina in Winter Park. Dr. Richmond believed in the Lighthouse mission and served on the Lighthouse board of directors for several years. A longtime advocate of vision rehabilitation services, Dr. Richmond supported this position years before the American Association of Ophthalmologist (AAO) formally declared vision rehabilitation the 'standard of care' for patients who were beginning to lose their vision.

Jeanette Marjorie "Jeannie" Amendola began her career as an administrative assistant at the Walt Disney World Resort. In 2005, Jeannie was selected to be a Walt Disney World Ambassador—an honor bestowed on fewer than 100 cast members over the years.

Jeannie was a passionate advocate for inclusion of people with disabilities. She served as a leader with CastABLE: the Disney Diversity Resource Group that promotes respect, equality, and appreciation of people with disabilities through awareness, education, and inclusion. She was later appointed to the boards of Lighthouse Central Florida and the Able Trust.

Joan was a longtime volunteer at Lighthouse and was essentially a reliable, compassionate fixture who assisted the instructors of the Independent Living Skills (ILS) classes. Whatever needed to be done to support a particular lesson Joan was always present and willing to lend a hand.

Her deep connection to Lighthouse began in 2004 when she participated in ILS training, then went on to take classes in orientation/mobility, access technology and braille. Through the telling of her own story, Joan was able to offer words of encouragement and support to many clients adjusting to recent vision loss, unsure of whether to come to Lighthouse.



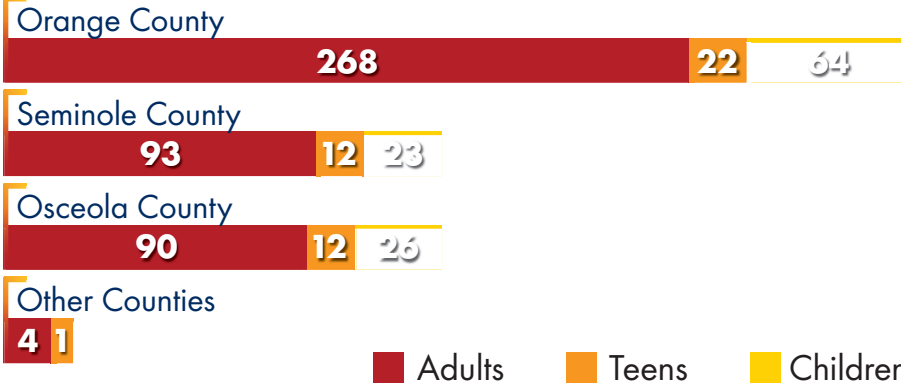
**"WHAT WE ONCE ENJOYED AND DEEPLY LOVED
WE CAN NEVER LOSE, FOR ALL THAT WE LOVE
DEEPLY BECOMES A PART OF US."**

~ HELEN KELLER



IMPACT

615 children, teens, and adults throughout Central Florida received essential vision rehabilitation services.



■ Adults ■ Teens ■ Children

AWARDS & RECOGNITION



December 2017 - Florida Blue Foundation's #FloridaGives Community Volunteer cash award: \$10,000 to Lighthouse Central Florida



November 2017 - Organization of the Year Award nomination of Lighthouse Works, by The Change Everything organization



November 2017 - The St. Vincent DePaul Award by the Central Florida Catholic Lawyers Guild to Lighthouse Central Florida in the amount of \$2,000



November 2017 - The National Philanthropy Day Award to Lighthouse Works, by Association of Fundraising Professionals



October 2017 - Think-A-Thon Marketing Creative competition by Think Creative, Inc. awarded to Lighthouse Central Florida



September 2017 - Innovator of the Year Award to Lighthouse Works, by Florida Association for Education & Rehabilitation of the Blind and Visually Impaired (FAER)



June 2017 - 'Employee of the Year' awarded to Joshua Woods and Malek Bevel of Lighthouse Works, by National Industries for the Blind



March 2017 - Successful 75 Community Advocate Award and Client Award to Lighthouse Central Florida, by Florida Division of Blind Services



March 2017 - Full five year reaccreditation awarded to Lighthouse Central Florida by the National Accreditation Council for Blind and Low Vision Services



February 2017 - Second place in the prestigious and highly competitive Victory Cup: \$10,000

SUMMARY OF FINANCIAL DATA

REVENUE AND OTHER SUPPORT		2016 -17	ASSETS (as of September 30)		2017
Florida Department of Education	\$	1,667,298	<u>Current Assets:</u>		
Local government grants		140,758	Cash & cash equivalents	\$	1,395,064
Other grants		250,517	Investments		1,810,415
Foundations		193,567	Accounts receivable		324,779
United Way		110,751	Grant & other receivables		344,847
United Way - Designations		33,641	Pledges receivable		6,790
Contributions		100,579	Prepaid expenses		57,960
Capital Campaign		57,500	Inventory		36,280
Fund Raising		99,144	Total Current Assets		3,976,135
Client fees and contracts		23,825	<u>Other Assets:</u>		
Lighthouse Works product & service sales		6,346,299	Land, building and equipment (net)		3,799,831
Investment Income		206,443	Unamortized Costs		24,885
Total Revenues & Other Support		9,230,322	Pledges receivable		-
EXPENSES			Deposits		19,560
<u>Program Services:</u>			Total Assets		7,820,411
Adult and Family Services		1,075,858	<u>Current Liabilities:</u>		
Children and Family Services		1,146,254	Accounts payable		325,156
Employment Services		99,140	Accrued expenses		197,161
Lighthouse Works!, Inc.		6,383,284	Deferred revenue		26,414
Total Program Services		8,704,536	Current maturities of long term debt		147,047
<u>Supporting Services:</u>			Total Current Liabilities		695,778
Management & general		186,047	Long Term Liabilites		2,102,826
Fund Raising		296,661	Total Liabilities		2,798,604
Total Supporting Services		482,708	<u>Net Assets:</u>		
Total Expenses		9,187,244	Unrestricted		5,021,807
Change in Net Assets		43,078	Restricted		-
Beginning Net Assets		4,978,729	Total Net Assets		5,021,807
Ending Net Assets	\$	5,021,807	Total Liabilities & Net Assets	\$	7,820,411

BOARD OF DIRECTORS

 Chairman
  Vice Chair
  Treasurer
  Secretary

LIGHTHOUSE CENTRAL FLORIDA

Paul Prewitt 	Greg Eisenberg	Preston Richmond
David Stahl 	Kathy Ennis	Aniket Sawant
Nancy Urbach 	Katrina Guensch	Justine Siergey
Erika Wesley 	Edward Johnson	Dan Spooone
Alex Hull	Tom Langmann	Doug Weiner
Steve Alexander	Cathy Matthews	Damon Weiss
Pat Devine	Michelle Poskus	

LIGHTHOUSE WORKS

Dan Devine 	Daniel Mihalic
Ed Buck 	Paul Prewitt
Nancy Urbach 	JoEllen Ross
Terri McCoy Hope 	Rick Wertsching
Sharon Foley	
Chand Karamchandani	
Andrew McCarthy	

215 East New Hampshire Street
 Orlando, FL 32804
www.LighthouseCFL.org



2500 Kunze Avenue
 Orlando, FL 32806
www.LighthouseWorks.org

